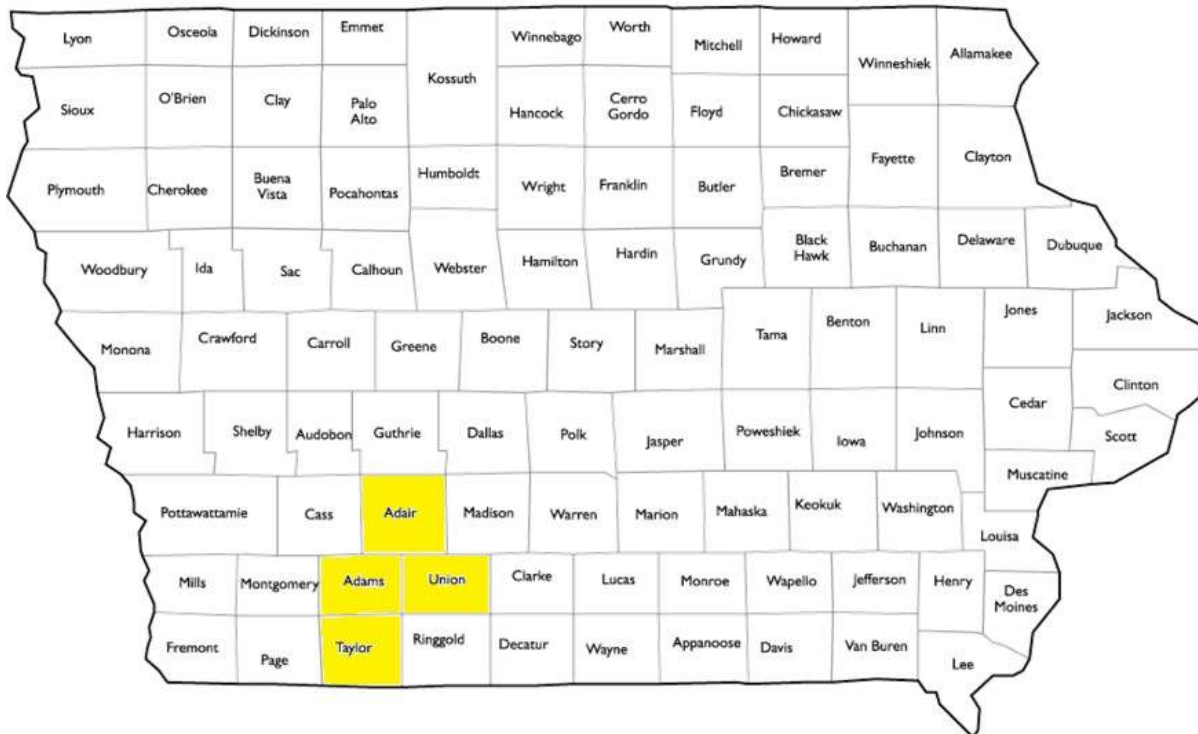


SOUTHERN HILLS REGIONAL MENTAL HEALTH

FY 2016 Annual Report



Introduction

Southern Hills Region was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the Southern Hills Regional Mental Health Plan includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual.

The annual report provides an analysis of data concerning services managed for the previous fiscal year. Once approved by the Department of Human Services, a copy will be available on the Department of Human Services website: www.dhs.state.ia.gov

Services provided in Fiscal Year 2016:

Included in this section of the report:

Access Standards for Core Services and what we are doing to meet access standards

Additional Core Services, availability and plans for expansion

Provider Practices and Competencies

- Multi-occurring Capable
- Trauma Informed Care
- Evidence Based Practices

Core Service/Access Standards: Iowa Administrative Code 441-25.3

The table below lists core services, describes if the region is meeting the access standards for each service, how the access is measured and plans to improve or meet access standards.

<u>Code Reference</u>	<u>Standard</u>	<u>Results:</u> <ul style="list-style-type: none"> • Met Yes/No • By which providers 	<u>Comments:</u> <ul style="list-style-type: none"> • How measured • If not what is plan to meet access standard and how will it be measured
25.3(1)a	A community mental health center or federally qualified health center that provides psychiatric and outpatient mental health services in the region.	Access standards met by Crossroads Mental Health Center in Creston with offices in Corning, Bedford and Greenfield	Measured by monthly and quarterly reports from Crossroads regarding numbers and services provided.
25.3(1)b	A hospital with an inpatient psychiatric unit or state mental health institute located in or within reasonably close proximity that has the capacity to provide inpatient services to the applicant.	Access standards met by Cass County Memorial Hospital in Atlantic, Iowa and Jennie Edmundson Memorial Hospital in Council Bluffs, Iowa	Measured by physical presence within required proximity

Outpatient: (Mental Health Outpatient Therapy, Medication Prescribing & Management, and Assessment & Evaluation)			
25.3(3)a(1)	Timeliness: The region shall provide outpatient treatment services. Emergency: During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact.	Met by Crossroads Mental Health Center in Creston with satellite office in other areas of region	Measured and reported by provider
25.3(3)a(2)	Urgent: Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact.	Met by Crossroads Mental Health Center in Creston with satellite office in other areas of region	Measured by utilization of same day urgent outpatient appointments
25.3(3)a(3)	Routine: Outpatient services shall be provided to an individual within four weeks of request for appointment.	Met by Crossroads Mental Health Center in Creston with satellite office in other areas of region	Measured by reports from provider as well as contact with person making request
25.3(3)a(4)	Proximity: Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 miles for an individual residing in a rural community.	Met by Crossroads Mental Health Center in Creston with satellite office in other areas of region	Location meets access standards
Inpatient: (Mental Health Inpatient Therapy)			
25.3(3)b(1)	Timeliness: The region shall provide inpatient treatment services. An individual in need of emergency inpatient services shall receive treatment within 24 hours.	Met by local or any available hospital if able to find open psych bed. If unable to find bed in required time consumers are served by local hospital until such time as a bed becomes available.	
25.3(3)b(2)	Proximity: Inpatient services shall be available within reasonably close proximity to the region. (100 miles)	Met by Cass County Memorial Hospital in Atlantic, Iowa and Jennie Edmundson Hospital in Council Bluffs, Iowa.	Measured by proximity to counties in region
25.3(3)c	Timeliness: Assessment and evaluation. An individual who has received inpatient services shall be assessed and evaluated within four weeks.	Met by Crossroads Mental Health Center in conjunction with discharge planning from hospital	Measured by admission/discharge dates and requests for service coordination
Basic Crisis Response: (24-Hour Access to Crisis Service, Crisis Evaluation, Personal Emergency Response System)			
25.3(2) & 25.3(4)a	Timeliness: Twenty-four-hour access to crisis response, 24 hours per day, seven days per week, 365 days per year.	Met by 24-hour on-call staff with Crossroads Mental Health Center.	Provider self report
25.3(4)b	Timeliness: Crisis evaluation within 24 hours.	Met by Crossroads Mental Health Center.	Provider reports including usage of on call staff
Support for Community Living: (Home Health Aide, Home and Vehicle Modification, Respite, Supported Community Living)			

25.3(5)	Timeliness: The first appointment shall occur within four weeks of the individual's request of support for community living.	Meets standards as evidenced from provider reports and status updates from Service Coordinator	
Support for Employment: (Day Habilitation, Job Development, Supported Employment, Prevocational Services)			
25.3(6)	Timeliness: The initial referral shall take place within 60 days of the individual's request of support for employment.	Standards met	Service Coordinator ensures referrals done in a timely manner
Recovery Services: (Family Support, Peer Support)			
25.3(7)	Proximity: An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Met by Crossroads Mental Health Center in Creston.	Measured by physical location of provider
Service Coordination: (Case Management, Health Homes)			
25.3(8)a	Proximity: An individual receiving service coordination shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Regional Case Management Agency and Health Home meet distance requirements.	Measured by physical location of provider
25.3(8)b	Timeliness: An individual shall receive service coordination within 10 days of the initial request for such service or being discharged from an inpatient facility.	Standard met	Upon discharge individuals are referred to case management, Health Home, or if applicable the regional service coordinator for planning and service coordination

Additional Core Services Available in Region: Iowa Code 331.397(6)

The Chart below includes additional core services currently provided or being developed.

<u>Service Domain/Service</u>	<u>Available:</u>	<u>Comments:</u>
	<ul style="list-style-type: none"> • Yes/No • By which providers 	<ul style="list-style-type: none"> • Is it in a planning stage? If so describe.
Comprehensive Facility and Community-Based Crisis Services: 331.397~ 6.a.		
24-Hour Crisis Hotline	Not at this time	Crossroads Mental Health Center is seeking accreditation to provide a 24-hour crisis hotline for this region.
Mobile Response	Not at this time	no
23-Hour crisis observation & holding	Not at this time	In planning stages. Discussions with providers/board and other regions who provide this service.

Crisis Stabilization Community Based Services	Not at this time	In planning stages. Discussions with providers/board and other regions who provide this service.
Crisis Stabilization Residential Services	Not at this time	
Other		
<u>Crisis Residential Services:</u> 331.397~ 6.b.		
Subacute Services 1–5 beds	Not at this time	In planning stages. Discussions with providers/board and other regions who provide this service.
Subacute Services 6+ beds	Not at this time	
<u>Justice System–Involved Services:</u> 331.397~ 6.c.		
Jail Diversion	Not at this time	
Crisis Prevention Training	Not at this time	Arrangements being made to provide de-escalation training and mental health first aid
Civil Commitment Prescreening	Yes via Crossroads Mental Health Center and Integrated Telehealth Partners	
Other	Outpatient services provided in jail setting via Integrated Telehealth Partners and Crossroads Mental Health.	

Provider Competencies

The Chart below is a brief description of the region's efforts to increase provider competencies.

Provider Practices	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	DESCRIBE REGION'S EFFORTS TO INCREASE PROVIDER COMPETENCY
441-25.4(331) Service providers who provide services to persons with 2 or more of the following co-occurring conditions: <ol style="list-style-type: none"> Mental Illness Intellectual Disability Developmental Disability Brain Injury Substance Use Disorder 	List agencies	List agencies Country Haven RCF CARE RCF Innovative Industries work sites	List Agencies Crossroads Mental Health Center	Narrative Training via the CCISC/Initiative
Trauma informed care		Country Haven RCF CARE RCF Innovative Industries work sites	Crossroads Mental Health Center	Training via the CCISC/Initiative

The Chart below describes the regions efforts towards implementing and verifying fidelity of Evidence Based Practice.

EVIDENCE BASED PRACTICE	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	FIDELITY INDEPENDENTLY VERIFIED	DESCRIBE REGIONS EFFORTS TO INCREASE PROVIDER COMPETENCY IN EVIDENCE BASED PRACTICES
<i>Core: IAC441-25.4(3)</i>	<i>List agencies</i>	<i>List agencies</i>	<i>List Agencies</i>	<i>How are you verifying? List Agencies</i>	<i>Narrative</i>
Assertive Community Treatment or Strength Based Case Management				No	Discussions have been and will continue to be held on viability of this type of program
Integrated Treatment of Co-Occurring SA & MH				No	
Supported Employment	Innovative Industries Workshop			No	Looking at opportunities to expand the service and community employment
Family Psychoeducation	Crossroads Mental Health Center			No	
Illness Management and Recovery				No	
Permanent Supported Housing				No	

EVIDENCE BASED PRACTICE	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	FIDELITY INDEPENDENTLY VERIFIED	WHAT IS THE REGION DOING TO INCREASE PROVIDER COMPETENCY IN EVIDENCE BASED PRACTICES
<i>Additional Core: 331:397(6)d</i>	<i>List agencies</i>	<i>List agencies</i>	<i>List Agencies</i>	<i>How are you verifying? List Agencies</i>	<i>Narrative</i>
Positive Behavioral Support				No	
Peer Self Help Drop In Center				No	
Other Research Based Practice: IE IPR IAC 331.397(7)				No	

Individuals Served in Fiscal Year 2016

This section includes:

- the number of individuals in each diagnostic category funded for each service
- unduplicated count of individuals funded by age and diagnostic category

Adult/Child	COA	Description	MI	ID	Total
Adult	22399	Services Management-Other	1	1	2
Adult	31354	Transportation - General	53		53
Adult	32329	Support Services - Supported Community Living	16		16
Adult	33345	Basic Needs - Ongoing Rent Subsidy	1		1
Adult	42305	Psychotherapeutic Treatment - Outpatient	161		161
Adult	44305	24 hour crisis response	1		1
Adult	50360	Voc/Day - Sheltered Workshop Services	2	20	22
Adult	50362	Voc/Day - Prevocational Services	3	2	5
Adult	50367	Day Habilitation	2		2
Adult	50368	Voc/Day - Individual Supported Employment	1		1
Adult	64314	Comm Based Settings (6+ Beds) - RCF	25	1	26
Adult	71319	State MHI Inpatient - Per diem charges	1		1
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	16		16
Adult	74353	Commitment - Sheriff Transportation	33		33
Adult	74393	Commitment - Legal Representation	44		44
Adult	75395	Mental Health Advocate-General	2		2
Child	42305	Psychotherapeutic Treatment - Outpatient	3		3
Child	73319	Other Priv./Public Hospitals - Inpatient per diem charges	1		1
Child	74353	Commitment - Sheriff Transportation	3		3
Child	74393	Commitment - Legal Representation	2		2

Disability Group	Children	Adults	Unduplicated Total	DG
Mental Illness	6	296	302	40
Mental Illness, Intellectual Disabilities	0	4	4	40,42
Intellectual Disabilities	0	20	20	42
Total	6	321	327	99

Moneys Expended

This section includes:

- Funds expended for each service
- Revenues
- County Levies

The chart below show the regional funds expended by service and by diagnosis.

FY 2016 GAAP	Southern Hill MHDS Region	MI (40)	ID(42)	DD (43)	BI (47)	Admin (44)	Total
Core Domains							
COA	Treatment						
43301	Assessment & evaluation						\$ -
42305	Mental health outpatient therapy	\$ 151,081					\$ 151,081
42306	Medication prescribing & management						\$ -
71319	Mental health inpatient therapy-MHI	\$ 22,971					\$ 22,971
73319	Mental health inpatient therapy	\$ 63,565					\$ 63,565
	Basic Crisis Response						
32322	Personal emergency response system						\$ -
44301	Crisis evaluation	\$ 2,233					\$ 2,233
44305	24 hour access to crisis response	\$ 22,917					\$ 22,917
	Support for Community Living						
32320	Home health aide						\$ -
32325	Respite						\$ -
32328	Home & vehicle modifications						\$ -
32329	Supported community living	\$ 70,072					\$ 70,072
	Support for Employment						
50362	Prevocational services	\$ 1,004	\$ 9,205				\$ 10,209
50367	Day habilitation	\$ 5,355					\$ 5,355
50364	Job development						\$ -
50368	Supported employment	\$ 6,202					\$ 6,202
50369	Group Supported employment-enclave						\$ -
	Recovery Services						
45323	Family support						\$ -
45366	Peer support						\$ -
	Service Coordination						
21375	Case management						\$ -
24376	Health homes						\$ -
	Core Evidenced Based Treatment						
04422	Education & Training Services - provider competency						\$ -
32396	Supported housing						\$ -

42398	Assertive community treatment (ACT)						\$ -
45373	Family psychoeducation						\$ -
	Core Domains Total	\$ 345,400	\$ 9,205	\$ -	\$ -		\$ 354,605
Mandated Services							
46319	Oakdale						\$ -
72319	State resource centers						\$ -
74XXX	Commitment related (except 301)	\$ 24,519					\$ 24,519
75XXX	Mental health advocate	\$ 17,667					\$ 17,667
	Mandated Services Total	\$ 42,186	\$ -	\$ -	\$ -		\$ 42,186
Additional Core Domains							
	Comprehensive Facility & Community Based Crisis Services						
44346	24 hour crisis line						\$ -
44366	Warm line						\$ -
44307	Mobile response						\$ -
44302	23 hour crisis observation & holding						\$ -
44312	Crisis Stabilization community-based services						\$ -
44313	Crisis Stabilization residential services						\$ -
	Sub-Acute Services						
63309	Subacute services-1-5 beds						\$ -
64309	Subacute services-6 and over beds						\$ -
	Justice system-involved services						
46305	Mental health services in jails						\$ -
25xxx	Coordination services						\$ -
46422	Crisis prevention training						\$ -
46425	Mental health court related costs						\$ -
74301	Civil commitment prescreening evaluation						\$ -
46399	Justice system-involved services-other						\$ -
	Additional Core Evidenced based treatment						
42397	Psychiatric rehabilitation (IPR)						\$ -
42366	Peer self-help drop-in centers						\$ -
	Additional Core Domains Total	\$ -	\$ -	\$ -	\$ -		\$ -
Other Informational Services							
03XXX	Information & referral						\$ -
04XXX	Consultation (except 422)						\$ -
05XXX	Public education						\$ -
	Other Informational Services Total	\$ -	\$ -	\$ -	\$ -		\$ -
Other Community Living Support Services							

06399	Academic services						\$ -
22XXX	Services management	\$ 19,879	\$ 14,124				\$ 34,003
23376	Crisis care coordination						\$ -
23399	Crisis care coordination other						\$ -
24399	Health home other						\$ -
31XXX	Transportation	\$ 54,380					\$ 54,380
32321	Chore services						\$ -
32326	Guardian/conservator						\$ -
32327	Representative payee						\$ -
32399	Other support						\$ -
32335	CDAC						\$ -
33330	Mobile meals						\$ -
33340	Rent payments (time limited)						\$ -
33345	Ongoing rent subsidy	\$ 302					\$ 302
33399	Other basic needs						\$ -
41305	Physiological outpatient treatment						\$ -
41306	Prescription meds						\$ -
41307	In-home nursing						\$ -
41308	Health supplies						\$ -
41399	Other physiological treatment						\$ -
42309	Partial hospitalization						\$ -
42310	Transitional living program						\$ -
42363	Day treatment						\$ -
42396	Community support programs						\$ -
42399	Other psychotherapeutic treatment						\$ -
43399	Other non-crisis evaluation						\$ -
44304	Emergency care						\$ -
44399	Other crisis services						\$ -
45399	Other family & peer support						\$ -
50361	Vocational skills training						\$ -
50365	Supported education						\$ -
50399	Other vocational & day services						\$ -
63XXX	RCF 1-5 beds						\$ -
63XXX	ICF 1-5 beds						\$ -
63329	SCL 1-5 beds						\$ -
63399	Other 1-5 beds						\$ -
	Other Comm. Living Support Services Total	\$ 74,561	\$ 14,124	\$ -	\$ -		\$ 88,685
Other Congregate Services							
50360	Work services (work activity/sheltered work)	\$ 1,448	\$ 89,483				\$ 90,931
64XXX	RCF 6 and over beds	\$ 360,209	\$ 3,000				\$ 363,209
64XXX	ICF 6 and over beds						\$ -
64329	SCL 6 and over beds						\$ -
64399	Other 6 and over beds						\$ -

	Other Congregate Services Total	\$ 361,657	\$ 92,483	\$ -	\$ -		\$ 454,140
Administration							
11XXX	Direct Administration					\$ 206,705	\$ 206,705
12XXX	Purchased Administration					\$ 40,937	\$ 40,937
	Administration Total					\$ 247,642	\$ 247,642
	Regional Totals	\$ 823,804	\$ 115,812	\$ -	\$ -	\$ 247,642	\$ 1,187,258

(45XX-XXX)County Provided Case Management						\$ -	\$ -
(46XX-XXX)County Provided Services						\$ -	\$ -

	Regional Grand Total						\$ 1,187,258
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Revenue

FY 2016 GAAP	Southern Hills MHDS Region		
Revenues			
	Accrual Audited Regional Fund Balance as of 6/30/15	\$ 565,086	
	Local/Regional Funds		\$ 1,656,403
10XX	Property Taxes-Current & Delinquent	\$ 1,026,044	
12XX	Other County Taxes	\$ 1,034	
16XX	Utility Tax Replacement Excise Taxes	\$ 59,532	
4XXX-5XXX	Charges for Services	\$ -	
60XX	Interest	\$ -	
6XXX	Use of Money & Property	\$ -	
25XX	Other Governmental Revenues	\$ -	
8XXX	Miscellaneous	\$ 4,707	
	State Funds		\$ 76,364
21XX	State Tax Credits	\$ 63,829	
22XX	Other State Replacement Credits	\$ 12,535	
2250	MHDS Equalization	\$ -	
2644	MHDS Allowed Growth // State Gen. Funds	\$ -	
2645	State Payment Program	\$ -	
	Federal Funds		\$ 27,774
2344	Social Services Block Grant	\$ 27,774	
2345	Medicaid		
		\$ -	
	Total Revenues		\$ 1,760,541

County Levies

County	2014 Est. Pop.	47.28 Per Capita Levy	Base Year Expenditure Levy	FY16 Max Levy Before Reduction	FY16 Max & Actual Levy After Reduction	Actual Levy Per Capita
Adair	7,454	352,425	309,066	309,066	268,428	36.01
Adams	3,875	183,210	191,282	170,644	165,201	42.63
Taylor	6,143	290,441	140,346	140,346	136,042	22.14
Union	12,516	591,756	751,659	541,637	501,315	40.05
Region	29,988	1,418,132	1,392,353	1,161,693	1,070,986	35.71

Outcomes

Southern Hills Regional Mental Health, while being the smallest region in the state, has performed well in the first year. The four counties included in the region had already worked together since the inception of the CPC process, sharing staff and essentially already functioning as a region. This alleviated most of the growing pains that may have been experienced by counties who were not necessarily familiar with each other. We already shared common goals, philosophies and ideas on what would or wouldn't work for the four counties.

The main change has been pooling the money to a single fiscal agent. Overall this has worked very well, with member counties transferring money to regional account on a set schedule.

The region already had a strong provider network who work together very well. They are very interested and willing to work toward expanding services and making existing services stronger. There are, of course, concerns over what changes may possibly happen with services that are not core services, and with the implementation of Medicaid management through MCO's, but remain very positive and willing to work for the good of the region.

Staffing remains an issue and is being discussed with the Governing Board. This creates some problems in being able to attend all pertinent meetings and serve on committees while having someone in the office to perform necessary daily functions.

Southern Hills Region has added new services in the last fiscal year. We now contract with Integrated Telehealth Partners to utilize telepsych in the hospitals. This has avoided several commitments by having the resources to be screened immediately rather than resorting to a court ordered commitment. We have begun using the telepsych services to provide outpatient services to persons in a jail setting.

Southern Hills Regional Mental Health had no appeals in the last fiscal year. We did not find it necessary to establish a waiting list.

Southern Hills Regional Mental Health is in the process of developing performance/outcome based contracts with our providers. Current contracts are perpetuity contracts from previous year. Performance outcomes and pay for performance will be components of this. We are currently involved in the Statewide Outcomes project doing short and long-range planning, working on developing a standardized approach and working to identify what training might be needed and what data is needed to truly measure performance outcomes.